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Walt Disney World® Resort Emergency Guide

WALT DISNEY WORLD SECURITY

Each resort has 24 Hours a Day / 7 Days-a-Week Security coverage to assist our Resort Guests. Security Managers can also be reached 24 Hours a Day / 7 Days-a-Week through our Communication Center at 4777 on any House Phone or **407/824-4777**.

Important Numbers:

911 (from any House Phone) – Fire, Police or Medical Emergencies (personal cell phones will be directed to Orange County Sheriff's Office)

1990 (from any House Phone) or **407/560-1990** – For Urgent security issues

EMERGENCY PLANNING

1. If an emergency should take place during your Groups' stay, Group Participants will be directed in accordance with the Walt Disney World® Resort Emergency Plans.
 2. Depending on the type of emergency, you will receive either verbal instruction from a Resort Cast Member or Resort Security, a letter from the Resort General Manager, and/or a Voicemail on your Resort Phone.
 3. In the event of an evacuation, Resort Cast Members will be deployed to direct Guest movement into a designated zone until the emergency has been resolved.
 4. Resort Room Evacuation Plans are posted on the back of each Resort Room to guide you to the appropriate Exit should you be in your room at the time of an Evacuation.
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FIRE PROTECTION

Reedy Creek Improvement District is the local government entity that provides emergency response. We have 4 fire stations located across the Walt Disney World® Resort.

Station 1 – Animal Kingdom Area

651 W Buena Vista Drive

Station 2 – Epcot and Disney's Hollywood Studios Area

1600 Buena Vista Drive

Station 3 – Magic Kingdom Area

1001 Maple Road

Station 4 – Downtown Disney Area

1920 E. Buena Vista Drive

LAW ENFORCEMENT

Since the Walt Disney World® Resort is located in two different counties; we have worked with the Orange County Sheriff's Office and the Osceola County Sheriff's Office regarding the protection of our Guests. For the majority of the Resort, OCSO has dedicated a full sector to cover the property and has a station located in the Downtown Disney area at 1920 E Buena Vista Drive. For Disney's All Star Resorts and Disney's ESPN Wide World of Sports located in Osceola County, we have worked with Osceola County Sheriff's Office regarding the protection of our Guests.

Medical Assistance

NOTE: In an emergency situation call 911.

First Aid:

First Aid Centers are located within the four theme parks and the two water parks. See "[In-Room Care](#)" for medical care in the Resorts.

Theme Park Locations:

- **Disney's Animal Kingdom**- (8-263-2289) - Located behind Creature Comforts in Discovery Island.
- **Disney Hollywood Studios**- (8-264-4438) - Guest Services Building
- **Epcot**- (8-224-7008) - Odyssey complex next to Mexico
- **Magic Kingdom**- (8-273-6706) - Behind Casey's Corner

Hours: park open until 1/2 hour after park close except for Epcot whose hours are as follows:
S, M, W, Th, F, S -- 8:30am-9:45pm and T - 7:30am-9:45pm

Water Park Locations:

- **Typhoon Lagoon**- (8-224-4127 / 8-224-4044/8-224-3738) - Located at Guest Services. Provides first aid assistance during Park Hours.
- **Blizzard Beach**- (407-560-3709) - Located at Guest Services. Provides First Aid assistance during Park Hours.

Service:

- Resident Nurse on Duty who can dispense aspirin and bandages and assist with sudden illnesses.
- Private areas for nursing mothers are available at the Disney Hollywood Studios and the Epcot First Aid areas. Additional areas are available at each theme park [Baby Care Center](#).

In-Room Care:

For non-emergencies, in-room medical and dental care is available from Third-Party Service Providers.

- **Centra Care In-Room Care (Florida Hospital)** -- Florida Hospitals' in-room medical service provides healthcare to Resort Guests with minor illnesses and injuries. To schedule an appointment at your convenience please call 407-238-2000.
 - Call 24 hours a day, 7 days a week to speak with a registered nurse who will determine whether the illness or injury is appropriate for an in-room visit
 - Florida Hospital affiliated physicians will visit the room
 - Portable lab and medication available for immediate supply, delivery or pick-up
 - Fees are payable directly to the service provider at the time of service
 - Translation available for many languages
 - Major credit cards, Travelers Checks and U.S. checks are accepted. Insurance is not accepted and Guests are responsible to submit any insurance claims
- **Doctors on Call Service (DOCS)**
 - 407-399-3627 - 24-Hour services - Telephone assistance from Doctors and Hotel Doctor visits, Day and Night
 - Doctor to Guest's room, usually in 30-45 minutes
 - Medicines available with visit, if appropriate
 - Set Fees – fees are payable directly to the service provider at the time of service. Insurance is not accepted and Guests are responsible to submit any insurance claims
- **East Coast Medical**
 - 407-648-5252 - 24 Hours a Day: Call Center staffed by Registered Nurses and medical ancillary staff
 - Hotel/Resort Physician "House Calls": Medication may be dispensed at time of visit, if appropriate; Mobile x-Ray Laboratory services available if required
 - Dental, Pediatric and Additional Specialist appointments available daily
 - Travel Insurance Billing Available - United States and Internationally
 - **USA DOMESTIC PATIENTS:** Are responsible to pay provider and will receive a Medically Encoded receipt to provide to their insurance carrier to file for reimbursement
 - **INTERNATIONAL PATIENTS:** Will not be required to pay provider. They will be able to have the insurance carrier direct billed unless their policy specifically stated otherwise.
 - Medical Interpreters - 12 languages
 - MasterCard, Visa, and American Express accepted

Walk-in Medical Care:

Florida Hospital Centra Care Walk-In Medical Care offers three convenient locations. Complimentary transportation is available. Please call (407) 239-6463.

- Near Crossroads Shopping Center & Hotel Plaza Blvd., Lake Buena Vista Centra Care, 12500 South Apopka-Vineland Road - (407) 934-2273
 - Weekdays 8:00am-Midnight
 - Weekends 8:00am-8:00pm
- Near Disney Main Gate, Orange Lake Centra Care, 8201 W Irlo Bronson Hwy - (407) 465-0846
 - Weekdays 8:00am-8:00pm
 - Weekends 8:00am-5:00pm
- Near Medieval Times & Bass Road, Kissimmee Centra Care, 4320 W Vine Street - (407) 390-1888
 - Weekdays 8:00am-8:00pm
 - Weekends 8:00am-5:00pm

Most insurance plans accepted. Hospital affiliated and credentialed physicians. No appointment necessary. On-site X-Ray and Lab services. Se Habla Español; Insurance reimbursement forms provided. Medicare and most major credit cards and Traveler's Checks accepted.

Dental Care:

For emergency dental services, please call:

Celebration Dental Group (407) 566-2222
400 Celebration Place
Kissimmee, Florida 34747

Lake Buena Vista Dental Association (407) 239-8883
12131 S Apopka Vineland Road
Orlando, FL 32836-6802

Front Street Family Dentistry (407) 566-1146
609 Front Street
Celebration, FL 34747

Oral Surgical Institute (407) 566-1510
400 Celebration Place, Suite A-260
Celebration, FL 34747

Pharmacy:

Turner Drugs - (407) 828-8125 www.turnerdrug.com

- **Hours:** Monday -Friday 8:00am -10:00pm Saturday/Sunday - 8:00am-8:00pm
- **Location:** 12500 Apopka-Vineland Rd, Lake Buena Vista (SR 535 adjacent to Hotel Plaza Boulevard entrance)
- **Delivery Hours: Monday-Friday** 8:00am-10:00pm Saturday/Sunday 8:00am-7:00pm
Delivery is available to Resort Guest Services for a \$7.50 fee. The order will be charged to the guest's resort room charge account.

Walgreens Store #4164- (407) 238-0600

- **Store Hours:** Open 24 hours **Pharmacy Hours:** M-F 8:00am-8:00pm, SUN/SAT 9:00am-6:00pm
- **Location:** 12100 S Apopka Vineland Road, Lake Buena Vista, Florida 32836
- **Delivery:** No delivery

CVS Pharmacy Store #3966 - (407) 239-1442

- **Hours: Sunday-Saturday** - 7:00am to 12:00am
- **Location:** 8242 World Center Drive, Orlando, FL 32821
- **Delivery:** No delivery

Additional Medical Assistance

NOTE: In an emergency situation call 911.

Celebration Family Care Hospital: (407) 303-4000

Location: 400 Celebration Place, Celebration, Florida 34747

Dr. P. Phillips Hospital-A Part of Orlando Health (Formerly Sand Lake Hospital): (407) 351-8500

Location: 9400 Turkey Lake Road, Orlando, Florida 32819

Orlando Regional Medical Center (Level One Trauma Unit): (321) 841-5111

Location: 1414 Kuhl Ave, Orlando, FL 32806

Arnold Palmer Medical Center: (407) 649-9111

Location: 92 W Miller St, Orlando, FL 32806

Medical Equipment Rentals:

- **LIFE AIR MEDICAL** 800-417-9496
- **CARE MEDICAL EQUIPMENT** 407- 856-2273 or 800-741-2282
- **APRIA** 407 - 291-2229 or 800-338-1640
- **WALKER MEDICAL** 407 - 518-6000 or 888-SCOOTER (726-6837)

Automated External Defibrillators:

In support of our commitment to the safety and well-being of our Guests and Cast Members the company has deployed Automated External Defibrillators (AEDs) in various locations at the Walt Disney World® Resort. An AED is an easy-to-use, compact device that saves lives by recognizing and treating the most common cause of cardiac arrest. Currently lifeguards, various mobile security units, and nurses at first aid stations are equipped with AEDs. In the theme parks and DOWNTOWN DISNEY, Reedy Creek Emergency Services paramedics are available within minutes and operate full service Mobile Assistance Response Carts (MARC) that are equipped with AEDs.